

Begin forwarded message:

From: DAN HUGHES <DHUGHES@FULLERTONPD.ORG>
Date: March 2, 2016 at 2:54:08 PM PST
To: "Baytieh, Ebrahim" <Ebrahim.Baytieh@da.ocgov.com>
Subject: FW: Jail Video for 7/19/15

Ebrahim-

I just learned that we do not have the jail video for the time in which you have requested. The below email is the explanation from Investigator Sirin, who is the person responsible for maintaining our video systems. I apologize and am embarrassed that I was not aware of this problem but will work on a solution so it does not repeat itself.

Please give me a call at your convenience so we can discuss further.

Thanks-

Dan Hughes
Chief of Police
Fullerton Police Dept.
(714) 738-6825

From: GARY SIRIN
Sent: Wednesday, March 02, 2016 2:25 PM
To: DAN HUGHES
Subject: RE: Jail Video for 7/19/15

Chief Hughes,

Unfortunately, the video for the time frame that you have requested is not available. Last year had been a tumultuous year for our jail video server. The server, which was newly installed early in 2014, was set up in a "RAID" format. This format would allow us to be able to lose up to four of the hard drives, out of the 36 drives in the system, and still be able to recover the lost data from the the system.

Our problems arose early in 2015, when in January the internal RAID controller card (the disk controller card that controls the configuration of the hard drives in the system) failed and corrupted 5 hard drives in the system. This crash caused all of the previously recorded data to be lost. Between February and August 2015 more unexplainable issues arose causing additional drives to be lost. Fortunately in those situations we did not lose any additional data.

In mid September three hard drives crashed and at the same time the server had a major failure requiring that the RAID controller be replaced and the entire server be rebuilt. All previously recorded video was lost again. Shortly after the server was rebuilt the entire server unexpectedly and for no apparent reason crashed.

The vendor, Continental computers, installed a temporary server which was only able to record for three days at a time. After negotiating with the manufacturer our vendor offered two options. Either we could remove the server and return it to the manufacturer for troubleshooting, or the manufacturer would replace the entire server. I presented these options to Lt. Goodrich, and after reviewing them we decided to have the server replaced with a new server. In mid October the new server was delivered and installed.

In the beginning of January we discovered that the entire system had crashed again, losing all of the previously recorded video. The vendor found that two hard drives had failed, but could not determine what caused the failure. The server was rebuilt again. The vendor elected to change the RAID configuration, and separated the single large server array into two smaller arrays. The hope was that if one part of the server failed at least some of the video should be salvageable.

Since mid January the system has been back up and running. Unfortunately, the only video that has been saved from the jail video system was video that had been requested during the time that they system was up and running prior to the system failures. Since these events started I have had several in depth conversations regarding these issues with the vendor representative, but he has still not been able to determine what is causing this system to repeatedly fail.

It should be noted that when the system was installed FPD purchased two identical servers, which had the same hardware and other configurations. The second server is used to record video to monitor security and operations in and around the police department. This system has been working without any major malfunctions since its installation.

Respectfully,

Detective Gary Sirin

Fullerton Police Department
237 W. Commonwealth Ave.
Fullerton, CA 92832
Desk: 714-738-6755
Fax: 714-738-6978

From: DAN HUGHES
Sent: Tuesday, March 01, 2016 4:26 PM
To: GARY SIRIN
Subject: Jail Video for 7/19/15

Gary-

Please make me a copy of all jail video for July 9, 2015 from 0230 -0800. Please make this a priority and give directly to me rather than going through the normal chain of command.

Thanks-

Dan Hughes
Chief of Police
Fullerton Police Dept.
(714) 738-6825

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